



State of Illinois
Illinois Commerce Commission
Service Quality and Customer Credit Reporting
Quarterly Filing

Sage Telecom, Inc.
for Filing Period 1/1/2010 to 3/31/2010
Tracking Number 3337

Performance Data - Code Part 730

	January	February	March	Quarterly Average
A. Operator Answering Time - Toll and Assistance Section 730.510(a)(1)	0.00	0.00	0.00	0.00
B. Operator Answer Time - Information Section 730.510(a)(1)	0.00	0.00	0.00	0.00
C. Repair Office Answer Time Section 730.510(b)(1)	79.00 *	111.00 *	131.00 *	107.00 *
D. Business or Customer Service Answer Time Section 730.510(b)(1)	63.00 *	100.00 *	84.00 *	82.33 *
E. Percent of Service Installations Section 730.540(a)	100.00 %	100.00 %	100.00 %	100.00 %
F. Percent of Out of Service Lines Repaired in < 24 hours Section 730.535(a)	82.80% *	85.40% *	90.60% *	86.27% *
G. Trouble Reports per 100 Access Lines Section 730.545(a)	1.27	1.24	1.52	1.34
H. Percent Repeat Trouble Reports Section 730.545(c)	0.90 %	8.60 %	2.40 %	3.97 %
I. Percent of Installation Trouble Reports Section 730.545(f)	12.60 %	10.10 %	14.10 %	12.27 %
J. Missed Repair Appointments Section 730.545(h)	6	9	7	7
K. Missed Installation Appointments Section 730.540(d)	0	0	0	0

Credit due in accordance with Section 732.30(a)

Out of Service More Than 24 Hours	January	February	March	Totals
A. Total dollar amount of all customer credits paid	\$61.84	\$32.83	\$10.55	\$105.22
B. Number of credits issued for repairs - 24-48 hours	18	11	10	39
C. Number of credits issued for repairs - 48-72 hours	2	2	0	4
D. Number of credits issued for repairs - 72-96 hours	1	0	0	1
E. Number of credits issued for repairs - 96-120 hours	0	0	0	0
F. Number of credits issued for repairs > 120 hours	0	0	0	0
G. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	19	11	23	53
H. Number of customers receiving alternate phone service rather than receiving a credit	0	0	0	0

Credit due in accordance with Section 732.30(b)

Failure to Install Basic Local Exchange Service	January	February	March	Totals
A. Total dollar amount of all customer credits paid	\$0.00	\$0.00	\$0.00	\$0.00
B. Number of installations after 5 business days	0	0	0	0
C. Number of installations after 10 business days	0	0	0	0
D. Number of installations after 11 business days	0	0	0	0
E. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	0	0	0
F. Number of customers receiving alternate phone service rather than receiving a credit	0	0	0	0

Credit due in accordance with Section 732.30(c)

Missed Appointments	January	February	March	Totals
A. Total dollar amount of all customer credits paid	\$0.00	\$0.00	\$0.00	\$0.00
B. Number of customers receiving credits	0	0	0	0
C. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	0	0	0